

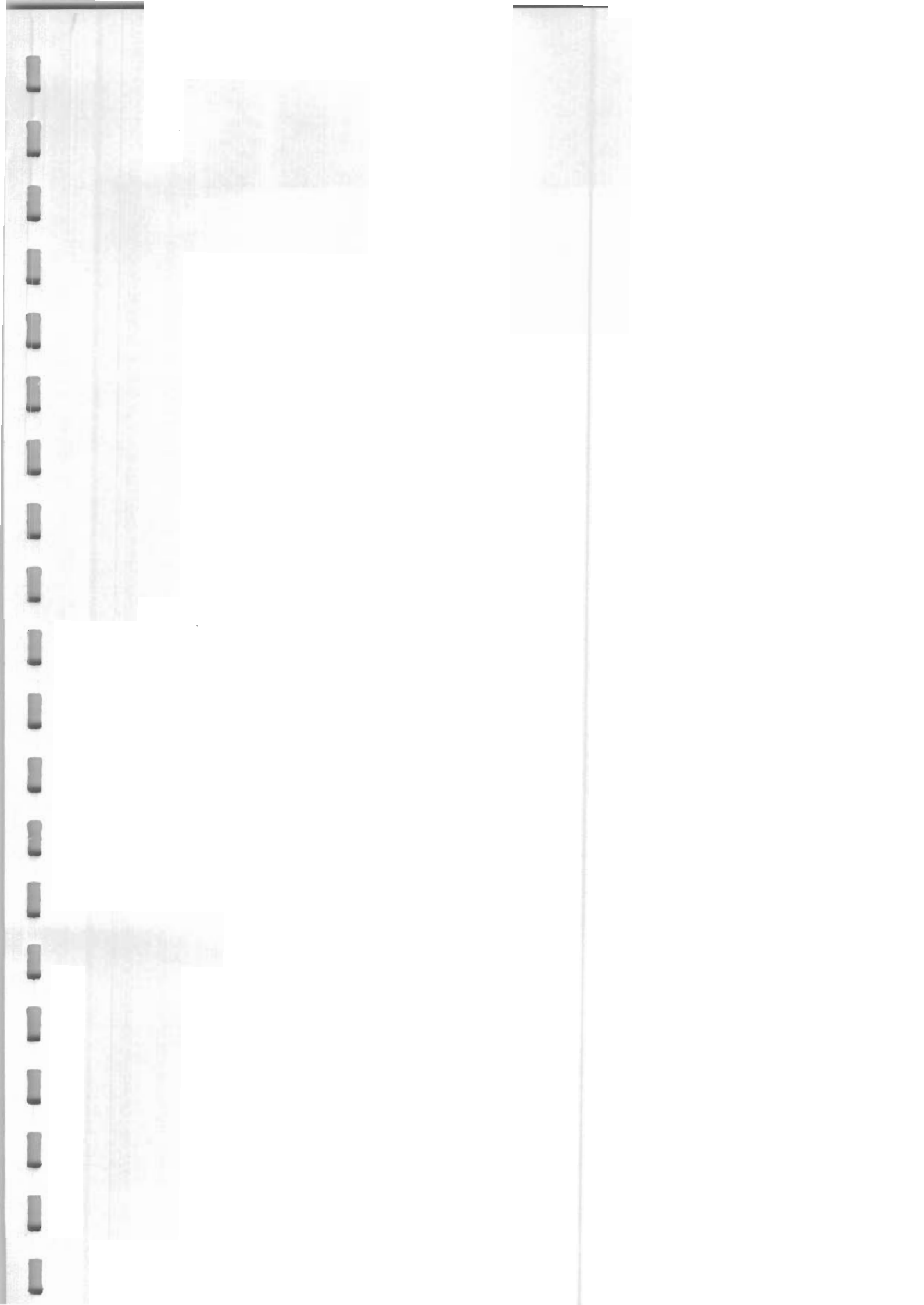
**USER ACCEPTANCE FOR COMPLAINT MANAGEMENT
SYSTEM IN MULTIMEDIA COLLEGE**

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**MSc. (INFORMATION COMMUNICATION TECHNOLOGY)
UNIVERSITI UTARA MALAYSIA**

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USER ACCEPTANCE FOR COMPLAINT MANAGEMENT SYSTEM IN MULTIMEDIA COLLEGE

**A thesis submitted to the Graduate School in partial fulfillment of the
requirement for the degree Master of Science (Information
Communication Technology), Universiti Utara Malaysia**

By

Azimah Binti A.Rahim

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ABSTRACT

Complaint Management System (CMS) has become an integral player in any organization ability to expand services to its community. This system is very new system to staff and student in Multimedia College (MMC). The objective of having this system in MMC is to centralize all complaint from MMC community. Other than that, it provides a common channel to report any unsatisfied situation or problem to daily activities such as PC problem, unclean toilet, air conditioning malfunction, and so on. Having said this, the system has yet to be evaluated in terms of user acceptance. As a result, the top management of MMC has no information as to what extent the system is being accepted among the target users. Thus, this study aims to evaluate the user acceptance of the system. In order to achieve this, a survey was carried out on users of CMS. The survey was done using a customized QUIS with 4 sections and 17 questions. Out of one thousand seven hundreds and seventy nine (1779) users, only one hundred and forty four (144) questionnaire has been distributed to six (6) group of users identified by random sampling and only one hundred and twenty five (125) are received back from the selected user. Overall findings shows that all sections have been rejected by all group of users, except for position of message on screen and system speed. This study concludes that the system has to be upgraded to be fully utilized by the users.

ABSTRAK

Sistem Pengurusan Aduan (CMS) telah memainkan peranannya bagi membolehkan mana-mana organisasi menambah perkhidmatan kepada komunitinya. Sistem ini sangat baru kepada kakitangan dan pelajar di Kolej Multimedia (MMC). Tujuan sistem ini dibangunkan di MMC adalah untuk memusatkan semua aduan dari seluruh komuniti MMC. Selain dari itu, ianya juga menyediakan saluran umum untuk melaporkan sebarang keadaan yang tidak dapat diterima atau masalah yang timbul dari aktiviti harian seperti masalah PC, bilik air yang tidak dibersihkan, penghawa dingin yang tidak berfungsi dan sebagainya. Dengan mempunyai sistem ini, perlu dinilai sejauh mana penerimaan pengguna terhadapnya. Ini disebabkan, pihak pengurusan atasan MMC masih belum ada maklumat setakat mana sistem ini diterima oleh kumpulan pengguna sasarannya. Oleh yang demikian, kajian ini bertujuan untuk menilai penerimaan pengguna terhadap sistem ini. Dalam usaha untuk mencapainya, satu kaji selidik telah dibuat terhadap pengguna CMS. Kaji selidik tersebut telah dibuat menggunakan QUIS yang telah diolah yang mempunyai 4 bahagian dan 17 soalan. Daripada seramai seribu tujuh ratus tujuh puluh sembilan (1779) pengguna, hanya satu ratus empat puluh empat (144) kertas kajian telah diedarkan kepada enam (6) kumpulan pengguna yang dipilih secara rambang dan hanya satu ratus dua puluh lima (125) dikembalikan oleh pengguna yang terpilih. Hasil kajian keseluruhan menunjukkan semua bahagian telah tidak diterima oleh semua kumpulan pengguna kecuali untuk kedudukan maklumat di paparan dan kelajuan sistem. Kajian memutuskan bahawa sistem ini patut dinaikan ketrampilannya supaya pengguna boleh menggunakannya secara menyeluruh.

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CHAPTER 1

INTRODUCTION

This chapter presents the main idea of the study, which is to evaluate the user acceptance for Complaint Management System in MMC. It provides an overview on how important the user acceptance test to the newly launch system which is Complaint Management System, the problem statement, the objectives of the research, and the scope and significance of the study.

1.1 Overview

In today's competitive business environment, training plays an important role, providing company with the necessary knowledge for the human resources to maintain and develop business capacity and so meet their strategic objectives.

The contents of
the thesis is for
internal user
only

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